

ISAS CONTACT RESOURCE SHEET

When to Access LTSSTRAINING.Org

- Go to ltsstraining.org for questions about registering for online access to ISAS, getting started in ISAS, watching webinars, and accessing the most recent ISAS Reference Guide

When to Contact the ISAS Help Desk

Call the ISAS Help Desk at 1-855-463-5877 or email ISASHelpDesk@feisystems.com

- Registering for ISAS and/or setting up a log-in account
- Call 1-888-963-4727 to set up a voiceprint
- Technical support issues with voice print, OTP devices, or system response on the call-in system or ISAS website
- **(Independent Providers ONLY)** Enter missing times for shifts worked

When to Contact PPL (Independent Providers ONLY)

Call 1-800-686-0734 or email pplmddhmmh@pcgus.com.

- Questions regarding tax withholding, provider/participant enrollment forms, information listed on pay stub

When to Contact the DHMH

ISAS TEAM

Call 410-767-1719 or email dhmmh.isashelp@maryland.gov

- Exceptions marked as “DHMMH ISAS Team” (refer to page 10 in ISAS Reference guide, which is available on the ISAS home page and [LTSstraining.org](https://ltsstraining.org))
- For ISAS related policy and/or ISAS report inquiries
- Report issues with ISAS Help Desk customer services

CO and CFC WAIVER FISCAL UNIT

Call 410-767- 1739 or email dhmmh.coproviders@maryland.gov

- Provider enrollment or the provider application process for the CO or CFC waiver programs
- Billing questions for: MAPC, Nurse Monitoring or Nursing Supervision
- **(Independent Providers ONLY)** All hours are properly recorded in ISAS and there are no exceptions preventing payment yet check received was inaccurate
- **(Independent Providers ONLY)** Report issues with PPL’s customer services

When Emailing DHMMH

Please include your provider name in the subject of the email. Those with access to email are strongly encouraged to contact DHMMH ISAS staff via email instead of phone. *Providers should only use the above email address and should NOT email individual DHMMH Staff. We generally respond to emails within 1-2 business days.*

When Calling DHMMH

Leave a voicemail with a detailed message that includes your name, provider number (if applicable), call back number, and issue or concern. We generally respond to calls within three business days